



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1855-MC-FFS-D

DATE: November 14, 2017

TO: All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC) Providers

APPLIES TO: Managed Care

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Provider Enrollment with Managed Care Organizations (MCOs)

EFFECTIVE: Immediately

Effective December 1, 2017, AmeriHealth Caritas Iowa, Inc. will no longer participate in the IA Health Link managed care program. All Medicaid members that are currently enrolled with AmeriHealth Caritas Iowa, Inc. have been notified that they will be tentatively assigned to UnitedHealthcare Plan of the River Valley, Inc. effective December 1, 2017, unless the member chooses to change enrollment to Amerigroup Iowa, Inc. If the member wishes to change enrollment to Amerigroup Iowa, Inc., then the member's choice must be received by the IME no later than November 16, 2017, for December 1, 2017, effective date. These members may change their MCO for any reason until March 1, 2018.

Providers may contract with both of the remaining MCOs; however, to maintain continuity of care of members, all providers wishing to participate with an MCO must first be enrolled with the IME using the Iowa Medicaid Universal Provider Enrollment Application ([470-0254](https://dhs.iowa.gov/sites/default/files/470-0254.pdf)¹).

During this transition from AmeriHealth Caritas Iowa, Inc., providers currently enrolled with the IME will be considered to have "deemed enrollment" with both UnitedHealthcare Plan of the River Valley, Inc. and Amerigroup Iowa, Inc. for the month of December 2017. "Deemed enrollment" means that Medicaid enrolled providers are provisionally considered credentialed with each MCO to allow for continued access to care.

To remain credentialed and participating as a provider with either MCO beginning January 1, 2018, providers will need to complete each MCO's contracting and credentialing process by January 1, 2018. Providers are encouraged to contact the MCOs quickly to begin the contracting and credentialing process. The MCOs have been provided with the existing IME provider master file and have agreed to accept this information for deemed enrollment during the network transition period.

¹ <https://dhs.iowa.gov/sites/default/files/470-0254.pdf>

MCO Claims Process

Beginning December 1, 2017, all claims for services provided on or after December 1, 2017, for MCO-enrolled members must be submitted directly to the appropriate MCO, adhering to each MCO's claims submission and timeliness guidelines. Any services provided prior to December 1, 2017, should be billed to the MCO that the member was enrolled with for the month of services. Note that no members will be enrolled with AmeriHealth Caritas Iowa, Inc. beginning December 1, 2017; all members will be enrolled with either UnitedHealthCare Plan of the River Valley, Inc. or Amerigroup Iowa, Inc..

The MCOs will pay claims at 100% of the current Medicaid rate floor for Medicaid covered services for providers pursuing contracts with the MCO until December 31, 2017. Providers not contracting with the MCO will be paid as out-of-network providers per [Informational Letter 1823-MC](#)².

If you have any questions for the IME, please contact the IME Provider Enrollment unit at 1-800-338-7909, option 2, or by email at imeproviderenrollment@dhs.state.ia.us.

If you have any questions regarding the MCOs, please use the contact information listed below.

Managed Care Organization	Contact and Phone Number
Amerigroup Iowa, Inc.	Email: IAProviderQuestions@amerigroup.com Phone: 1-855-789-7989
UnitedHealthcare Plan of the River Valley, Inc.	Email: iowaCommunityNetwork@uhc.com Phone: 888-650-3462 Website: UHCCommunityPlan.com/iaprovider ³

² https://dhs.iowa.gov/sites/default/files/1823-MC_Out-of-NetworkReimbursementforMCOClaims.pdf

³ <http://www.uhccommunityplan.com/content/communityplan/homepage/health-professionals/ia.html>